

The Human Touch

utah department of
human services



November 2005

Number 5

Director's Message



THE BUDGET

by Lisa-Michele Church, Executive Director

Thank you for your excellent work for DHS. I have been spending time on one of my more critical job duties – the budget. This is the time of year when our department spends a tremendous amount of time and effort preparing DHS budget submittals to the Governor and the legislature. We work hard to respond to your concerns. I appreciate the equally hard work by our divisions and financial experts who put together an excellent request.

You might wonder what we look for when making budget decisions. Here are some questions to ask yourself in evaluating a budget request: What is the money used for? Can I account for it accurately? Is it spent efficiently? What is the specific need we are addressing with the money? Is it quantifiable? Will it be an ongoing need? How does this need compare to other needs within DHS? Do we have proof that this expenditure is the most effective way to address this need? How will the Governor view this request within his priorities? How will the legislature view this request within its priorities?

I have spent several months meeting with legislators one-on-one and gauging the amount of support they will give to human services funding requests. (Our total annual budget exceeds \$500 million.) Some legislators understand the issues very well, while others are still learning the importance of our needs. I consider this one of my most important jobs – to advocate for the DHS budget.

I believe that the uppermost question in most legislators' minds is: Did I spend the taxpayer's dollar responsibly? While individual legislators may be compassionate and caring, when it comes to voting as a group on the budget, they tend to emphasize funding for tangible items such as roads. I am not discouraged by this. Our challenge is to convince them that the human services needs in our community are tangible and they deserve to be funded fairly. Funding programs that protect Utah's vulnerable citizens will pay dividends in many ways, such as limiting expenditures in corrections and law enforcement and improving the quality of life for every community. Thanks to all our dedicated DHS employees, we fund programs that make a difference in individual lives.

Keep up the good work!



Minute-By-Minute Recognition

"Life isn't a matter of milestones but of moments"

~ Rose Kennedy, mother of U.S. President John F. Kennedy

Less than sixty seconds. That's all it takes to make someone's day, using on-the-spot recognition. The next time you notice an employee doing something right, immediately follow these four simple steps:

- 1 Tell them exactly what they did that was right ("Wanda, I noticed that you picked up the phones today, since Bess was sick.")
- 2 Tell them what value or goal they met. ("That shows a lot of teamwork.")
- 3 Explain how that impacts the company. ("We might have missed that emergency call from our biggest customer without your help.")
- 4 Express appreciation. ("Thanks so much.")

Note: In less time than it took you to read this page, you could have recognized someone. Now, how easy is that!

Taken from, A Carrot a Day. Adrian Gostick and Chester Elton

Let's Get to Know Dan Maldonado & Juvenile Justice Services

by Lisa Schaeuhamer, Community Relations Specialist
Division of Juvenile Justice Services

Let's join the new JJS Director, Dan Maldonado, in a day's work! Monday begins reviewing format for the Assistant Program Directors (APD) meeting scheduled for tomorrow. At 8:30 a.m. it's the Executive Leadership Team (ELT) meeting with DHS Executive Director Lisa-Michele Church and other directors.



Dan Maldonado, Division Director
of Juvenile Justice Services

Upon his return, a gift from the past JJS director Blake Chard is waiting in his office. It is an awesome picture of a fish to add to his office decor. Dan loves fly-fishing.

Dan then reviews an Iowa student's proposal on "Sex Offenders and Risk Predictions." He moves on to review emails, outline the upcoming day and prepare further for tomorrow's all-day meeting.

The afternoon consists of a Division Administrative Team (DAT) meeting with JJS program directors. Dan conducts the meeting, reviewing the ELT meeting agenda items covered that morning. He updates the team on the building meeting, and reviews the agenda items for tomorrow's APD meeting. The meeting concludes with a "round robin" to get information from all team members and of course, delegation of assignments.

Next we are off to the Building Board meeting about the new Weber Valley Detention Center. The Board will plan the legislative presentation outlining the need for the new center.

Later he meets with John DeWitt, JJS Research Consultant, to confirm changes to the presentation for the APD training. He returns calls and follows up on some meeting details, meets with a couple people on details from other committees and meetings.

Throughout the day's meetings and conversations, Dan demonstrates strong leadership and organization skills. He asks for and values the input of team members. Dan has a genuine personal interest in everyone he interacts with, and remains up beat in his day-to-day interactions. He gives everyone an equal chance to speak. He respects opinions. He is good at multi tasking and able to switch from project to project with ease. In it all, he keeps his sense of humor.

Here are some interesting facts about Dan:

- Favorite food is seafood
- Favorite color is blue
- Favorite season is Fall
- Favorite movie is "Last of the Mohicans"

On his off time Maldonado can be found fly-fishing, antiquing, involved in baseball or reading. He enjoys reading a variety of topics, but history is a favorite.

Our day concluded as I asked Dan how he handles stress and he responded, "Don't take yourself too seriously."

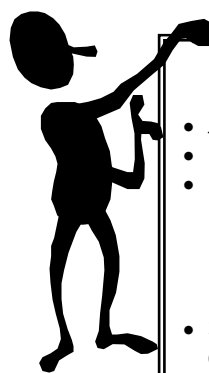
The mission of the Division of Juvenile Justice Services is to provide comprehensive services for at risk youth within the framework of the Balanced and Restorative Justice Model. Community Protection, Accountability, and Competency Development are integrated goals and philosophical foundations of the model.

BEST DAY

Jeff Wells, JJS Research Analyst recently contacted over 100 JJS staff to learn directly about their day to day work experience. One of the many questions they responded to was, how would you finish this sentence-

"The best day I've had on my job was . . .

- ... a call from a former resident who is succeeding."
- ... going to parole hearings where parole was granted."
- ... we took the kids to the mountains and things went well."
- ... the day I saved a youth's life – stopped youth from suicide."
- ... enjoying parent support group."
- ... one day one of the kids said, 'Thank You.' "



Did you know about JJS?

- JJS has over 900 full time staff
- 36 statewide facilities
- Four programs:
 - ⊕ Office of Community Programs
 - ⊕ Office of Early Intervention Services
 - ⊕ Office of Rural Programs
 - ⊕ Office of Correctional Facilities
- Served 2,311 different youth placed in JJS custody last year

**What would you say your best day
on the job was?**

Your thoughts, ideas and feedback on this question and the Human Touch newsletter are eagerly welcomed to DLRussell@utah.gov.

"Children Deserve Two Parents - It's More Than Child Support Payments"

Paternity Establishment Matters Office of Recovery Services Awarded Federal Grant

by Catherine Taylor, ORS Technical Writer

ORS was recently awarded a 17-month federal grant from the Department of Health and Human Services (DHHS) Administration of Children and Families. The grant funds a public outreach campaign on the importance of establishing paternity for children.

The cross department collaboration between DHS Office of Recovery Services (ORS) and Department of Health (DOH) Office of Vital Records and Statistics will increase the establishment of paternity and work to improve the well-being of Utah's children and families.

Why is it important to establish paternity?

- Increases economic independence for families
- Provides two parents for children
- Increases information for possible kinship placements
- Costs of state care (DCFS or JJS) can be shared by two parents
- Increases attention given to possible grandparent's rights
- Addresses inheritance, social and economic rights


The outreach campaign will:

- Inform the public about why paternity establishment matters
- Reach out to unwed parents to assist them in establishing paternity
- Work with hospitals, community groups and the Department of Health's Office of Vital Records to increase number of paternitys established, educate about the methods to do this and ensure accurate recording of those paternitys.

Project director is Liesa Corbridge, ORS, Child Support Policy Unit Supervisor. She can be reached at (801) 536-8986. She and her team are ready to provide further training to DHS divisions. Posters and pamphlets will soon be available. ORSpaternitymatters@utah.gov


REASON #47

**BECAUSE PIGGYBACK IS ALWAYS
THE BEST WAY TO TRAVEL.**



There are hundreds of reasons why paternity matters:

WHY WILL PATERNITY MATTER TO YOU!



**Paternity
Matters**
For you... AND your child!

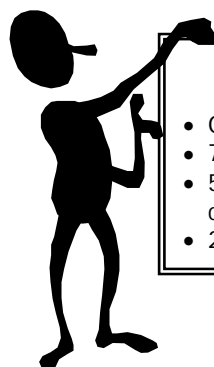
Contact the
Office of Recovery Services.

ORS can:

- Explain how paternity is established.
- Explain why paternity is important.
- Provide information about your rights
- Establish paternity for you.
- Arrange FREE genetic tests.

Find out what ORS can do for you.

1-800-662-8525
www.ors.utah.gov **Call today!**



Did you know about ORS?

- ORS has over 500 staff
- 70,000 open cases for child support
- 5,200 open cases for children in state custody
- 200,000 open cases of medical collections

"A Trailblazer & Finisher!" Kanab, Utah

by Donna L. Russell, EDO Program Manager

Congratulations to Rickell James-Irish, Division of Child and Family Services Southwest Region in Kanab, who was awarded the Lifetime Achievement Award by the Utah Domestic Violence Council in October.

The Salt Lake Tribune's Lisa Rosetta wrote on October 25, "In the 15 years she has worked in her position, James-Irish has been instrumental in changing domestic violence laws and has made it her mission to raise awareness about domestic violence issues, according to the Utah Domestic Violence Council (UDVC).



Rickell James-Irish

"I was really surprised and honored actually because the council is such an important and influential body of people," she said. "I've worked with them for a long time and for them to think my work is worthwhile meant a lot to me."

In 1991, James-Irish became the first full-time domestic violence employee within the Southwestern Region of DCFS. Since then she has made it her mission to hire and retain additional domestic violence employees in DCFS offices throughout the Southwestern region."

Rickell is retiring from the Department of Human Services, DCFS in December. As she transitions on to the next chapter of her life she says, "My award represents the work of many individuals and agencies that have collaborated together to create a very excellent response to domestic violence in the Southwest region.

"Coming together is a beginning.
Keeping together is progress.
Working together is success."
~ Henry Ford

DHS & Community Responds to Domestic Violence

by Chuck Diviney, MC, LPC, Division of Aging and Adult Services

Governor Jon Huntsman declared October as Domestic Violence Awareness Month. Several activities took place during the month, including the Candlelight vigil to remember victims killed as a result of domestic violence.

The YWCA held the "Week Without Violence"; several presenters came and discussed ways of increasing community awareness and stopping the violence. The Salt Lake Tribune featured a front-page article on court outcomes of protective order violations and emphasized the importance of community collaboration between agencies to work at remedying the situation.

In Layton, a community fair was held in the Ream's grocery store parking lot to increase domestic violence awareness in Davis County.

Our hearts go out to those still impacted by domestic violence. If you or someone you know needs more information about domestic violence, please call the domestic violence hotline at 800-897-LINK (5465) or the Utah Domestic Violence Council at (801) 521-5544. The National Hotline is (800) 799-7233. I strongly urge each of you to get involved in stopping the violence. It impacts all of us in DHS – staff and clients.

- 1 in 3 Utah women are affected by domestic violence (this includes our staff)
- Utah has a domestic violence related homicide rate 26% higher than the rest of the country
- Nationally, one third of all homicides of women are related to domestic violence

Multiple DHS Divisions interact with persons affected by domestic violence. Serving victims is a cross-divisional mission.

- DCFS investigates reports of children witnessing domestic violence
- Office of Licensing provides licenses for DV shelters and providers
- APS (Adult Protective Services) investigates reports of abuse of adults
- DSAMH (Division of Substance Abuse and Mental Health) oversees statewide services to victims. Salt Lake Police Department reports substance abuse is a critical factor in 80% of domestic violence incidents
- DSPD (Division of Services for People with Disabilities) oversees statewide services to most critical needs group of people with disabilities who may be vulnerable.
- DHS/HR – Human Resources, Employee Assistance Program provides **confidential** service to all DHS employees affected by domestic violence. Contact is Brent Johnson, (801) 538-4216.

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